

Social Work Services

- Through Your Primary Care Network •

HOW A SOCIAL WORKER CAN HELP YOU

SOCIAL WORKERS

Social Workers are registered professionals who support you and/or your family/caregivers throughout your care. They provide information, counselling, and referral services to help you understand and manage medical, psychological, social and practical concerns.

SOCIAL WORKERS CAN HELP YOU WITH:

- Difficulties in managing the impact of illness on your work, personal relationships, or ability to care for yourself, including end of life care.
- Situations involving abuse, neglect or self-neglect.
- Psychological and emotional support, related to: loss of independence, loneliness and isolation, substance use, family relationships, and lifestyle changes*.

SOCIAL WORKERS ARE YOUR LINK TO:

- Community resources and services, such as: care, financial, legal, emotional or spiritual needs and housing*.
- Information regarding transportation, navigating the healthcare system and advanced care planning (health and/or financial)*.
- Culturally specific care, resources and benefits.

WHAT TO EXPECT

NUMBER OF VISITS

Primary Care Network (PCN) services offer short-term, person-centred supports with a Social Worker.

COST

There is no charge for this service. Visits are voluntary, and you may cancel or hold services at your discretion. **If you do need to change or cancel your appointment, please provide notice as soon as possible.**

CONFIDENTIALITY

You and your Social Worker will work together to address challenges and concerns in a confidential setting. All information shared during appointments will be confidential.

Exceptions* to this include:

- By law, child protection concerns will be reported to the proper authorities.
- Any concerns regarding risk of self-harm or harm to others may need to be reported to an appropriate resource.
- Your Social Worker is part of the PCN Health Care Team. Others on the team who are providing direct care, including your primary care provider, will have access to your chart, and session notes, on a need-to-know basis.





Making better
decisions together
with patients
and families

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